

ORIGINAL

W-03512A-06-0407  
W-03512A-07-0019  
W-03512A-06-0613  
W-03512A-07-0100



0000076245

08/30/07

To Whom It May Concern: and Mr. Hardcastle

This is a formal complaint against Brooke Utility Co & the president / owner Robert T. Hardcastle.

We are residents of Pine, AZ. And have been for 20 yrs. We have had water problems in the past but these last 4 months have really got us up in arms our bills have jumped from \$30.00 to \$160.00 for the last 4 mo. You have added a surge charge of \$104.00. For hauling water; but no mention of how many tanks had to be hauled. All of Pine is being charged this way. Not only do I think this is unnecessary, But totally unfair \$160.00 water bill outrageous. Not only can we not afford this but we do not want to pay a company for water that we are not sure is being hauled. Someone needs to look into this matter and investigate this problem. I have been told by many residents of Pine that the truck just runs around Pine empty to look like water is being hauled. We need answers. Soon. Can you reply? Maybe something is being done? Considering all the money being made from just Pine residents you could drill a few more wells by now or put in some storage sheds. We are not happy at this time with our water company. Maybe some of you should come to Pine and see what its like to get water bills of this amount or not be able to water our yard, Flush toilets ect. Ect. We go out of our way to conserve water and Brookes slaps us for it. You haul one truck we all get charged. What a scam... I personally would like to see receipts for this water hauling. Considering we have no where else to get water what are we suppose to do. We would like some answers...It's not our fault you run out of water you agreed to supply by buying this water

Robert and Debby Bradway

[REDACTED]  
Pine, AZ 85544

Very Concerned Customers

Arizona Corporation Commission

DOCKETED

SEP 06 2007

DOCKETED BY	
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AZ CORP COMMISSION  
DOCKET CONTROL

2007 SEP -6 P 1:50

RECEIVED

CC: Arizona Corporation Commission

Janet Napolitano, Governor

Stephen Ahearn, Director of Residential Utility Consumer Office

Rim Country Water

Brookes has sent out a letter trying to explain why and how they are ripping us off. When reading this my first question is if half the month were on stage 3 and the other half were on 4 then why is all my water used being surcharged? Is all my water hauled? I don't think so...

And if all customers being charge the same then why don't our bills add up correctly? It says every customer pays the same by my calcs we are paying.

5/12 to 6/11 we used 5370 gals divide surcharge of \$88.64 by 5.37 1,000 gal. We are paying \$16.50 per 1,000 gal

6/11 to 7/09 we used 5550 gals divide surcharge of \$87.35 by 5.55 1,000 gal. We are paying \$15.73 per 1,000 gal

7/9/ to 8/10 we used 4390 gals divide surcharge of \$104.08 by 4.390 1,000 gal. We are paying \$23.70 per 1000 gal

We used less gals this month and charged more surcharge "What a concept" And on 4/14 to 5/12 you prorated us \$ 105.60 for use that we don't know it says we used 16,000 gals of water this is impossible.

Brook's example is if they are charged \$16.00 for every 1,000 gals

They charge each and ever customer \$16.00 for every 1000 gals used

They make up that \$16.00 charged on one customer what about the other 3,000 customers

Brooke's is making a killing on us.

Please help!!!



P.O. BOX 82218  
BAKERSFIELD, CA 93380  
CUSTOMER SERVICE CENTER 800-270-6084  
FAX 800-748-6981

### **Water Hauling Surcharge Fact Sheet**

- Pine Water's tariff is based upon a series of Stages, which are based upon the storage levels within the company's system. When storage levels reach Stages 4 and 5, water hauling is required to supplement available water.
- The tariff requires hauling to prevent an outage when production or storage levels are in decline. Pine Water must continue to haul water until Stage 3 is reached for 48 consecutive hours, indicating that production is catching up with demand.
- Any water hauled is financed through Pine's Water Augmentation Surcharge, which consists of two components:
  - Cost of the supplemental water
  - Cost to transport the water
- To illustrate: if it costs \$16.00 for every 1,000 gallons of water hauled in a given month, the customer will be charged an additional \$16.00 for every 1,000 gallons of water used. Therefore, if the customer used 5,000 gallons, a hauling surcharge of \$80.00 would be added to the customer's bill.
- The monthly cost of the supplemental water and the cost to transport is divided by the total number of gallons used within the entire system for the month. Each customer is charged according to how many gallons used during the corresponding billing cycle which is why during some months the surcharge is lower than other months.
- Every customer pays the same rate per 1,000 gallons for hauling. That rate is applied to only the gallons used by each customer, which is why each customer's total hauling surcharge per month is different.
- A hauling surcharge will appear on the bill the month after hauling takes place and will be based on usage during the month water is hauled. In other words, when a surcharge appears on your new billing statement, the charge refers to the gallons used during the previous month.
- All hauling surcharge costs are submitted to ACC Staff before they are assessed to customers.

ATER CO INC

Customer: ROBERT BRADWAY  
Service at: ~~XXXXXX~~

Bill Date: 4/16/07  
Account #: 9003946-2  
24-Hour Phone: (800) 270-6084

Previous Statement



PREVIOUS BILLING - 3/19/07 84.19  
PAYMENT RECEIVED - 4/05/07 THANK YOU 82.95-  
PREVIOUS BALANCE DUE IMMEDIATELY 1.24

Current Statement



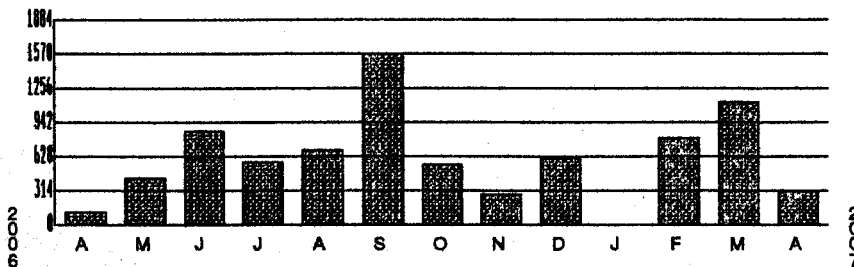
SERVICE PERIOD - 3/18 to 4/14 -27 days  
NEXT SCHEDULED READ DATE - 5/17/07  
WATER USAGE (2,000 GAL @ .00395) 7.90  
(1,060 GAL @ .00496) 5.26  
MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
OTHER CHARGES (SEE DETAIL BELOW) 2.11

CURRENT BALANCE DUE BY 5/01/07 33.72

**TOTAL AMOUNT DUE 34.96**

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE GAL Avg/Day	USAGE LAST YEAR GAL Avg/Day
D 284572	837940	841000	3,060 113	5,760 101

Usage History



Other Charges



USAGE TAX (3,060 @ .00650) .02  
SALES TAX (GILA CO.) (31.61 @ .06600) 2.09  
TOTAL OTHER CHARGES 2.11

Messages



CUSTOMER SERVICE HOURS: 9:00AM - 3:00PM MON-FRI.  
CALL 800-270-6084 OR E-MAIL CUSTOMERSERVICE@GSWATER.COM  
FOR UNRESOLVED BILLING/SERVICE DISPUTES-AZ CORP COMMISSION  
1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000

PD CK#  
254

5 months  
OF Bills  
look @ Difference

normal  
Bill

403

PIN

INC

Bill Date: 5/14/07

Account #: 9003946-2

24-Hour Phone (800) 270-6084

Customer: ROBERT BRADWAY

Service at: [REDACTED]

~~DATE SCHEDULE 14A PINE WATER LGA NEW~~

Previous Statement



PREVIOUS BILLING - 4/16/07 34.96  
PAYMENT RECEIVED - 4/30/07 THANK YOU 34.96-  
PREVIOUS BALANCE .00

SERVICE PERIOD - 4/14 to 5/12 -28 days  
NEXT SCHEDULED READ DATE - 6/14/07

Current Statement



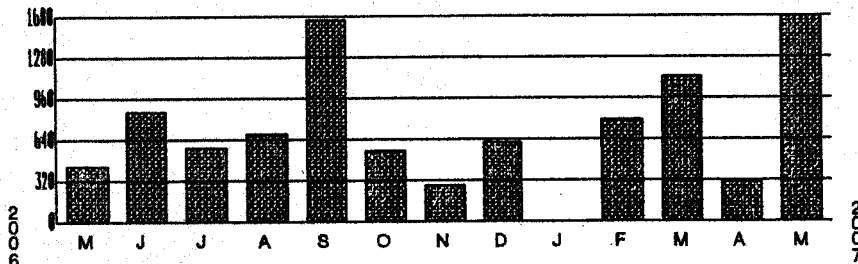
WATER USAGE PRORATED 105.60  
MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
OTHER CHARGES (SEE DETAIL BELOW) 8.29

CURRENT BALANCE DUE BY 5/29/07 132.34

**TOTAL AMOUNT DUE 132.34**

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE GAL Avg/Day	USAGE LAST YEAR GAL Avg/Day
D 284572	841000	857000	16,000 571	4,320 154

Usage History



Other Charges



USAGE TAX (16,000 @ .00650) .10  
SALES TAX (GILA CO.) (124.05 @ .06600) 8.19  
TOTAL OTHER CHARGES 8.29

Messages



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CALL 800-270-6084 OR E-MAIL CUSTOMERSERVICE@GSWATER.COM  
FOR UNRESOLVED BILLING/SERVICE DISPUTES-AZ CORP COMMISSION  
1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000

PD CK# 1259

531

Bring entire bill when making payment in office

PINF WATER CO INC

Bill Date: 6/18/07

Account #: 9003946-2

24-Hour Phone : (800) 270-6084

Customer: ROBERT BRADWAY

Service at: [REDACTED]

RATE SCHEDULE [REDACTED] SYSTEM

Previous Statement



PREVIOUS BILLING - 5/14/07 134.33  
 PAYMENT RECEIVED - 6/06/07 THANK YOU 132.34-  
 PREVIOUS BALANCE DUE IMMEDIATELY 1.99

Current Statement



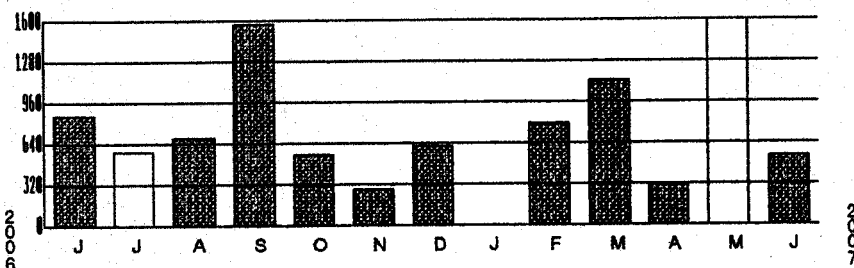
SERVICE PERIOD - 5/12 to 6/11 -30 days  
 NEXT SCHEDULED READ DATE - 7/12/07  
 WATER USAGE (2,000 KGAL @ .00600) 12.00  
 (3,370 KGAL @ .00700) 23.59  
 MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
 WATER HAULING SURCHARGE 88.64  
 OTHER CHARGES (SEE DETAIL BELOW) 3.60

CURRENT BALANCE DUE BY 7/03/07 146.28

**TOTAL AMOUNT DUE 148.27**

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE KGAL	USAGE LAST YEAR KGAL
D 284572	857000	862370	5,370	8,600

Usage History



Other Charges



USAGE TAX (5,370 @ .00650) .03  
 SALES TAX (GILA CO.) (54.04 @ .06600) 3.57  
 TOTAL OTHER CHARGES 3.60

Messages



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 CALL 800-270-6084 OR E-MAIL CUSTOMERSERVICE@GSWATER.COM  
 FOR UNRESOLVED BILLING/SERVICE DISPUTES-AZ CORP COMMISSION  
 1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000

PD CR # 268

PINE WATER CO INC

Customer: ROBERT BRADWAY  
 Service at: [REDACTED]

Bill Date: 7/19/07  
 Account #: 9003946-2  
 24-Hour Phone : (800) 270-6084

### Previous Statement



PREVIOUS BILLING - 6/18/07 150.44  
 PAYMENT RECEIVED - 7/06/07 THANK YOU 148.27-  
 PREVIOUS BALANCE DUE IMMEDIATELY 2.17

### Current Statement



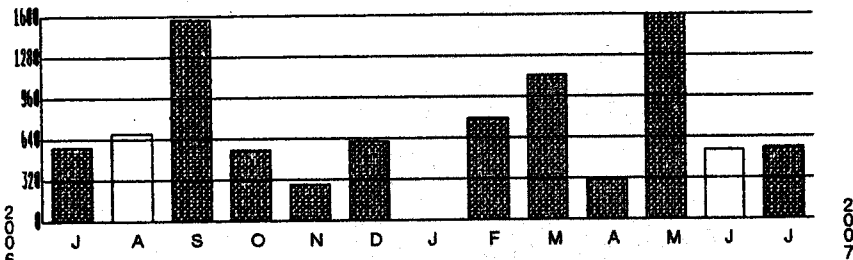
SERVICE PERIOD - 6/11 to 7/09 -28 days  
 NEXT SCHEDULED READ DATE - 8/10/07  
 WATER USAGE (2,000 KGAL @ .00600) 12.00  
 (3,550 KGAL @ .00700) 24.85  
 MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
 WATER HAULING SURCHARGE 87.35  
 OTHER CHARGES (SEE DETAIL BELOW) 3.69

CURRENT BALANCE DUE BY 8/03/07 146.34

**TOTAL AMOUNT DUE 148.51**

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE KGAL	USAGE LAST YEAR KGAL
D 284572	862370	867920	5,550	5,760

### Usage History



### Other Charges



USAGE TAX (5,550 @ .00650) .04  
 SALES TAX (GILA CO.) (55.30 @ .06600) 3.65  
 TOTAL OTHER CHARGES 3.69

### Messages



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 CALL 800-270-6084 OR E-MAIL CUSTOMERSERVICE@GSWATER.COM  
 FOR UNRESOLVED BILLING/SERVICE DISPUTES-AZ CORP COMMISSION  
 1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000  
 "IF YOU DIDN'T RECEIVE A WATER QUALITY REPORT BY MAIL AND  
 WOULD LIKE ONE, PLEASE CALL OR E-MAIL US".

PD CK# 278

PINE WATER CO INC

Bill Date: 8/23/07

Customer: ROBERT BRADWAY

Account #: 9003946-2

Service at: [REDACTED]

24-Hour Phone: (800) 270-6084

RATE SCHEDULE [REDACTED] PINE [REDACTED] M

Previous Statement



PREVIOUS BILLING - 7/19/07 150.68  
 PAYMENT RECEIVED - 8/08/07 THANK YOU 146.34-  
 PREVIOUS BALANCE DUE IMMEDIATELY 4.34

Current Statement



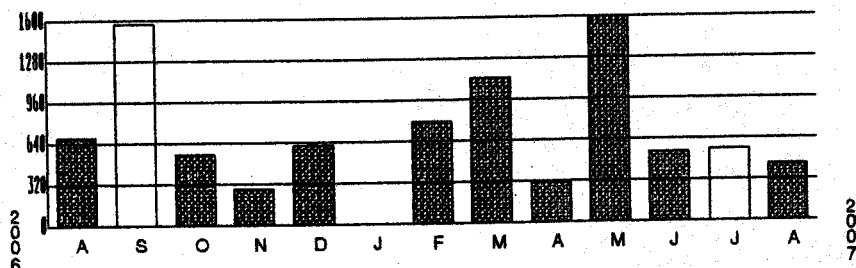
SERVICE PERIOD - 7/09 to 8/10 -32 days  
 NEXT SCHEDULED READ DATE - 9/10/07  
 WATER USAGE (2,000 GAL @ .00600) 12.00  
 (2,390 GAL @ .00700) 16.73  
 MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
 WATER HAULING SURCHARGE 104.08  
 OTHER CHARGES (SEE DETAIL BELOW) 3.14

CURRENT BALANCE DUE BY 9/07/07 154.40

**TOTAL AMOUNT DUE 158.74**

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE GAL	USAGE LAST YEAR GAL
D 284572	867920	872310	4,390	6,830

Usage History



Other Charges



USAGE TAX (4,390 @ .00650) .03  
 SALES TAX (GILA CO.) (47.18 @ .06600) 3.11  
 TOTAL OTHER CHARGES 3.14

Messages



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 WOULD LIKE ONE, PLEASE CALL OR E-MAIL US".

Country Meadows Park Partners  
PMB #361  
23233 N. Pima Road, #113  
Scottsdale, AZ 85255  
(480)502-2616 FAX (480)704-4159

# Invoice

DATE	INVOICE NO.
8/17/2007	SEP 2

BILL TO
002 Debbie Fickel [REDACTED] Payson, AZ 85541

SPACE NO.	TERMS	DUE DATE
2	Due on receipt	9/1/2007

ITEM	DESCRIPTION	QTY	RATE	AMOUNT
CM1002	Mobile Space Rent SEPTEMBER		190.00	190.00
CM1003	Water Meter Charge		5.00	5.00
CM1004	Water Usage in gallons	4,890	0.0084	41.08
CM1005	WATER HAULING SURCHARGE FROM JULY	4,700	0.0096	45.12
	Sales Tax: Gila County		0.50%	0.00

Neighbors  
Bill

A \$25 late charge will apply for rent not rec'd by the 5th & an another \$25 if not rec'd by the 15th

**Total**

\$281.20

PINE WATER CO INC

Customer: COUNTRY MEADOWS PARK PARTNERS  
 Service at: ~~XXXXXXXXXXXXXXXXXXXX~~

Bill Date: 7/19/07  
 Account #: 9003233-5  
 24-Hour Phone: (800) 270-6084

Previous  
Statement



PREVIOUS BILLING - 6/18/07 525.52  
 PAYMENT RECEIVED - 7/06/07 THANK YOU 518.09-  
 PREVIOUS BALANCE DUE IMMEDIATELY 7.43

Current  
Statement



SERVICE PERIOD - 6/06 to 7/05 -29 days  
 NEXT SCHEDULED READ DATE - 8/07/07  
 WATER USAGE (2,000 KGAL @ .00600) 12.00  
 (4,000 KGAL @ .00700) 28.00  
 (55500 KGAL @ .00800) 444.00  
 MINIMUM CHARGE (2" METER) 64.58  
 WATER HAULING SURCHARGE 593.72  
 OTHER CHARGES (SEE DETAIL BELOW) 36.61

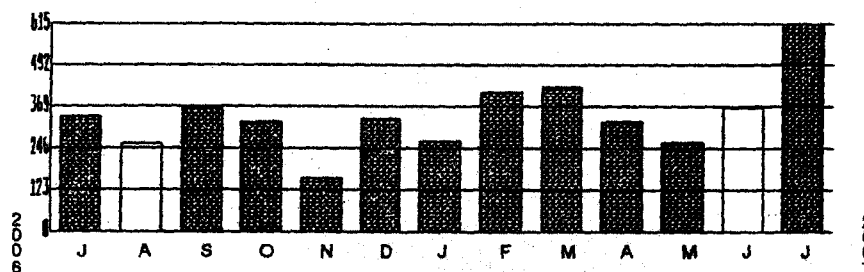
7/25/07  
 JACKIE  
 WILL  
 BILL  
 TARRANT  
 ON 8/19/07  
 BILLING

CURRENT BALANCE DUE BY 8/03/07 1,178.91

**TOTAL AMOUNT DUE 1,186.34**

METER NUMBER	READINGS PREVIOUS	CURRENT CURRENT	CURRENT USAGE KGAL	USAGE LAST YEAR KGAL
52810350	3987500	4049000	61,500	34,000

Usage  
History



HAULING  
 SURCHARGE  
 $\$593.72 \div$   
 61,500 gallons  
 = .0096 per  
 gallon

Other  
Charges



USAGE TAX (61,500 @ .00650) .40  
 SALES TAX (GILA CO.) (548.58 @ .06600) 36.21  
 TOTAL OTHER CHARGES 36.61

Messages



CUSTOMER SERVICE HOURS: 9:00AM - 3:00PM MON-FRI.  
 CALL 800-270-6084 OR E-MAIL CUSTOMERSERVICE@GSWATER.COM  
 FOR UNRESOLVED BILLING/SERVICE DISPUTES-AZ CORP COMMISSION  
 1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000  
 "IF YOU DIDN'T RECEIVE A WATER QUALITY REPORT BY MAIL AND  
 WOULD LIKE ONE, PLEASE CALL OR E-MAIL US".

PINE WATER CO INC

Customer: DANNY LEE  
Service at: ~~WILSON~~

Bill Date: 8/23/07  
Account #: 9003740-9  
24-Hour Phone: (800) 270-608

~~WILSON~~ - E&R SYSTEM

Previous Statement



PREVIOUS BILLING - 7/19/07 304.32  
PAYMENT RECEIVED - 8/01/07 THANK YOU 304.32-  
PREVIOUS BALANCE .00

Current Statement

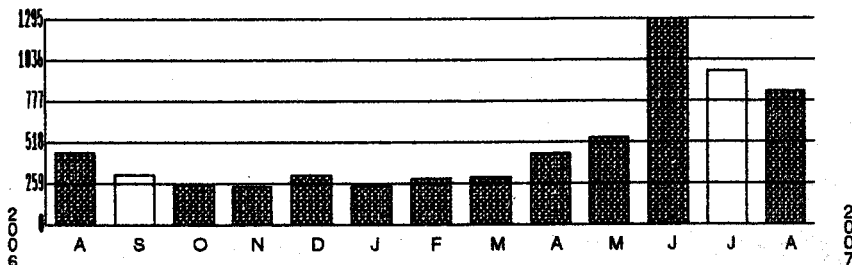


SERVICE PERIOD - 7/05 to 8/05 -31 days  
NEXT SCHEDULED READ DATE - 9/07/07  
WATER USAGE (2,000 GAL @ .00600) 12.00  
(4,000 GAL @ .00700) 28.00  
(2,370 GAL @ .00800) 18.96  
MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
WATER HAULING SURCHARGE 181.34  
OTHER CHARGES (SEE DETAIL BELOW) 5.16  
CURRENT BALANCE DUE BY 9/07/07 263.91

**TOTAL AMOUNT DUE 263.91**

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE GAL	USAGE LAST YEAR GAL
53383630	392680	401050	8,370	4,550

Usage History



Other Charges



USAGE TAX (8,370 @ .00650) .05  
SALES TAX (GILA CO.) (77.41 @ .06600) 5.11  
TOTAL OTHER CHARGES 5.16

Messages



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1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000  
"IF YOU DIDN'T RECEIVE A WATER QUALITY REPORT BY MAIL AND WOULD LIKE ONE, PLEASE CALL OR E-MAIL US".

*Neighbors Bill*